Technical Problems

What to do if Library systems don't work

Quick Solution for problems:

1. Make sure you log into the Library before accessing resources.
2. Make sure your Web browser is upgraded to the latest version (see below).
3. Make sure you have the latest version of Adobe Acrobat Reader (see below).
4. Reset your Web browser to default settings (see below).
5. Restart your computer then try accessing resources again.

General solutions to technical problems

Problems Logging into Library resources

If you are having problems with your University login, you can try setting a new password [https://register.liv.ac.uk/password/](https://register.liv.ac.uk/password/) or contact the IT Helpdesk [http://liv.ac.uk/csd](http://liv.ac.uk/csd)

Note for Online Programmes

Online students should always log into the Library Web site for Online Programmes at [http://libguides.liv.ac.uk/onlineprogrammes](http://libguides.liv.ac.uk/onlineprogrammes)
If you do not log in when you visit the Library Web site you will be asked to log in when you try to access individual platforms/ collections/ E-Resources.

Recommended Web browser

To access Library resources, you should at least have a recent version of a Web browser, we recommend the latest version of Internet Explorer [http://www.microsoft.com/ie](http://www.microsoft.com/ie) for Windows users, Safari [http://www.apple.com/safari/](http://www.apple.com/safari/) for Macintosh or Firefox (any system) [http://www.firefox.com/](http://www.firefox.com/). Unfortunately the Google Chrome browser is not fully supported by many Library / Internet platforms at this time, so we suggest avoiding this browser for use with Library systems.

You should also have the latest version of Adobe Acrobat Reader [http://get.adobe.com/uk/reader/](http://get.adobe.com/uk/reader/)
I can't log into Athens on a particular collection/system on the Internet...

The University library does not use the Athens system for logging into subscribed resources/Web sites. You should log into the Library Web site and use the search tools and links to access resources/collections.

Web browser problems (security errors, 'cookie' errors etc.)

If you are experiencing problems with your Web browser this can be caused by security settings, system problems on your computer, ISP (Internet Service Provider) issues or modifications to your Web browser (such as toolbars or add-ons).

If you are using Internet Explorer: run Internet Explorer, then select from the pull-down options at the top of the screen:
Tools > Internet Options > Advanced > Reset (button at bottom of dialogue box)

To reset other Web browsers, see instructions for Safari
http://browsers.about.com/od/safar1/ht/safaridefault.htm or Firefox
http://kb.mozillazine.org/Resetting_preferences

Articles / E-Books / other resources unavailable?

You can check if we have access to a particular E-Journal article using the 'Go to an article' tool shown in the left menu of the Library site, you can also check if we have access to an E-Book from the Quick Search shown on every page in the Library site in the left menu. It is also often possible to locate an E-Journal article or E-Book using a title search in Discover. Also see our guideline on unavailable resources.

Accessing the Library via virtual desktop

If you are having problems using your Web browser or having login problems, you can also access the Library Web site (and other University Web services) using a virtual desktop, this will ensure your computer is considered as being on-campus, this will allow you to access subscribed collections on the Internet without needing to log into the Library.

You can also access Internet Explorer Web browser using our 'Apps Anywhere' Web-based applications, using this version of Internet Explorer, instead of the one installed on your computer can overcome problems with your own Web browser and will also ensure you are logged in.

See our remote support page on using VPN and other options to access University of Liverpool Web Resources at http://libguides.liv.ac.uk/onlineprogrammes/login
Error Messages in Adobe Acrobat

Assuming you have logged into the Library Web Site and the resource appears to be available, then this problem could be due to having an old version of Adobe Acrobat Reader, you can try uninstalling Adobe Acrobat Reader from your computer and downloading/installing the latest version of Adobe Acrobat Reader http://get.adobe.com/reader/

You can also try an alternative PDF reader application:

- Foxit Reader (Windows / Linux) http://www.foxitsoftware.com/pdf/reader/
- Skim (Apple Macintosh) http://skim-app.sourceforge.net/

I have general problems using the Library Web site, it should be easier to use etc.

We are always working to improve the way the Library Web site works, in particular we are always looking at ways to make searching for articles easier and ensure these systems work effectively.

However, please be aware that the University of Liverpool Library does not itself host any of the E-resources we make available, but rather these are hosted on many thousands of different commercial sources on the Internet. We are evaluating a range of emerging systems for searching across subscribed collections and making your library experience easier.

Please contact your Librarian if you are having difficulties (see list of Liaison Librarians and Librarian for Online Programmes).